

WS-D1303A-06-0491

ORIGINAL



0000069858

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

4700

Investigator: Richard Martinez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2007 - 59289

Date: 3/26/2007

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Donald Last: Armentrout

Account Name: Donald Armentrout

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: [REDACTED]

CBR: [REDACTED]

State: AZ

Zip: [REDACTED]

is: [REDACTED]

Utility Company: Arizona - American Water Company

Division:

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Received the following email:

Good Day:

As a resident of Sun City, I have received a notice from Arizona American Water regarding its application for increases in rate and charges as described in the subject docket.

The notice describes a typical Sun City customers' increase fro \$10.98/mo to \$15.01/mo (36.7%) while a typical Sun City West cutomer's increase would be from \$20.56/mo. to \$33.60/mo (63.42%).

I see that as grossly inequitable. I trust the Commission will give judicious consideration to this inequity toward its decision in this matter. Thank you.

Donald Armentrout

[REDACTED]

End of Complaint

Arizona Corporation Commission

DOCKETED

MAR 28 2007

DOCKETED BY [REDACTED] nr

Utilities' Response:

Investigator's Comments and Disposition:

Responded with the following:

March 26, 2007

AZ CORP COMMISSION
DOCUMENT CONTROL

2007 MAR 28 P 2:29

RECEIVED

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

RE: Arizona American Water

Dear Donald Armentrout:

Your letter regarding the Arizona American Water rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Arizona American Water application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at [REDACTED]

Sincerely,

Richard Martinez
Public Utilities Consumer Analyst
Tucson office - Utilities Division
End of Comments

Date Completed: 3/26/2007

Opinion No. 2007 - 59289

WS-01303A-06-0491

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2007 - 59305

Date: 3/26/2007

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Alert C.

Hawck

Account Name: Alert C. Hawck

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: [REDACTED]

CBR: [REDACTED]

State: AZ

Zip: [REDACTED]

is: [REDACTED]

Utility Company: Arizona - American Water Company

Division:

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Received the following correspondence:

To: Consumer Services Section
1200 West Washington St.
Phoenix, AZ 85007

Ref: Docket # WS-01303A-06-0491 as it pertains to the Sun City West Waste Water Districts.

The Water waste on Spanish Garden Dr., Sun City West has been going on for years. 100% of the water waste is coming from 18626 Spanish Garden Dr., the Madison House Retirement Home. If their water bill in not a part of the Sun City West waste water is in any way a part of our water bill then this letter must be given to the commission for the appropriate action. I have seen people, using buckets, take the water running down the street from the Madison House, and put it on their plants in their yards. They waste more water in one or two days than we do all month. If we are paying for this water the place the meter on their property.

Sincerely,

Alert C. Hawck [REDACTED]

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

(Docket No. WS-01303A-06-0491)

3/26 (ACC):

ACC staff contacted customer @ 3:48 PM to let him know that the ACC has received his Opinion and that his Opinion would be docketed into our records so that the Commissioners may have an opportunity to read his concerns regarding the proposed rate increase by Arizona American Water Co. Customer was very appreciative that he was called to let him know that the ACC received his correspondence. CLOSED.

End of Comments

Date Completed: 3/26/2007

Opinion No. 2007 - 59305
